DISTRICT OF COLUMBIA

FACES.NET

CHILD AND FAMILY SERVICES AGENCY

January 2006

"Over the last three years, CFSA has become a data driven organization, thanks to FACES. There is virtually no area of CFSA that doesn't use FACES as an integral part of its operations – from budget planning and on-line policies, to the hotline, case notes and management reports. I'm so proud of FACES."

Brenda Donald Walker
Deputy Mayor for Children, Youth, Families and Elders

Benefits of Moving FACES to the Web?

- Same access - Workers from CFSA and Private Agencies will have the same access to FACES.NET;
- Increased Accessibility - All users will have access from anywhere there is Internet Service Provider access, i.e. Court, MPD, home etc;
- Moving workers closer to the community
- FACES.NET will be on the technology cusp of integrating with the District's Human Services Modernization Program (HSMP).

Key Objectives

- Improve worker productivity;
- Improve child safety and service delivery to families;
- Preserve existing assets: reports, database, most underlying business rules (some functional enhancements);
- Enhance some screens to align the Agency's business process;
- Preserve existing status of one of the first ten states to receive Federal certification for a Statewide Automated Child Welfare Information System (SACWIS).

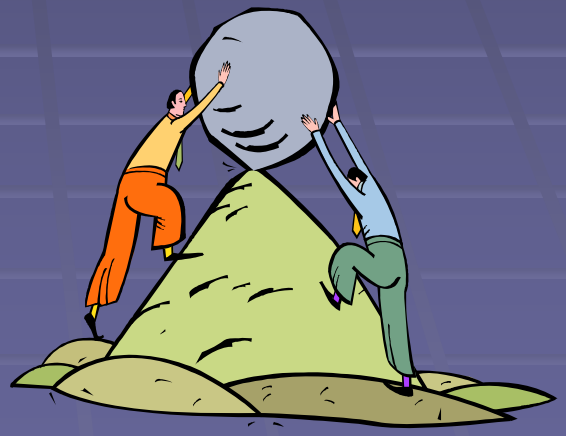
Pros and Cons of FACES.NET

Pros

- User Friendly
- Easily Accessible
- Provides Expansion
- Software Free
- Saves Time
- Maintains Current Data & Functionality

Cons

- Speed Deficiencies
- Page Loading Delays



Types of Changes reflected in FACES.NET

Types of Enhancements

- **Major Changes**
  - To be streamlined with Agency's business process; i.e. Intake Decision Tool
  - Requested by users and managers; i.e. View Notes feature;
  - Navigational changes;

- **Minimal Changes**
  - To be in compliance with SACWIS requirements.
  - Collapsing of tabs or renaming fields;
  - Little to no changes except look and feel.

FACES.NET Enhancements

Major

- Graphical User Interface (GUI)
- Common Framework
- Child Protection Services
- Providers
- Contracts

Minor

- Case Management (Court, Case Plan, Contacts, Client)
- Quality Improvement (Admin Review, FTM)
- Eligibility (Revenue Maximization)
- Finance
- Interfaces (Court, DC Kids, R*Stars)

Graphical User Interface (GUI)

- Attractive screens;
- The ability to quickly switch between related screens;
- Vertical and horizontal scrolling will be enhanced;
- Integration with the District's HSMP;
- Compliance with the Americans with Disabilities Act.

Common Framework

- Approvals - Ability to Approve, Deny and Send Back Requests;
- Alerts and Calendar;
  - Transfer Alerts with Assignments;
- Personnel/Organizational Structure;
- Global Person Search - Search of all persons (clients, providers, staff, etc) in the system.

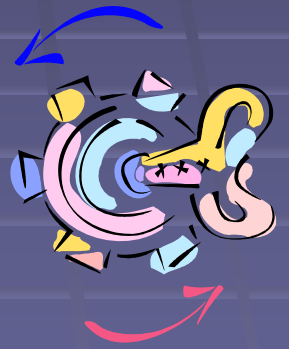
Security

FACES.NET Security

- SSL/VeriSign (same as your bank or Amazon.com function);
- Maintain role-based security;
- Some rules to live by:
  - Be aware of shoulder surfers;
  - Protect your password;
  - Do not save client and case data on disk;
  - ALWAYS remember to log out;
- Compliance with HIPAA & DC Government IT security;
- New Log In Process.

Why is Security Important?

- It protects client and worker confidentiality;
- Prevents unauthorized access to client and case data;
- Tracks who has made changes to data.



Parameters for Passwords

- Call Helpdesk if you forget your password;

- Passwords should be:
  - Easy to remember;
  - Difficult for others to guess;
  - Changed when appropriate;
  - Password should be 7-10 characters long and should be alphanumeric.

Logging On…

HSMP Public - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address http://portal.hsmp.in.dc.gov/portal/server.pt Go Links File Print FedEx Kinko's

Welcome, Guest

DC Intranet

Log In Search:

Portal Login

Welcome to your Portal.

Log in to your personalized Portal account.

If you have an existing account, enter your Username and Password. If necessary, select the appropriate Authentication Source. If you want to log in to the Portal automatically, check **Remember my Password**, and then click **Log In**.

Username:

Password:

Authentication Source: DC.GOV Authentication Sou...

Remember my Password

Log In

Welcome to HSMP

The Human Services Modernization Program (HSMP) was established to improve the management and delivery of human services to District residents. Through a number of related HSMP projects, we are building an enterprise-wide technical infrastructure to enable the sharing of client data across District health and social services agencies. We are also working with individual Agencies to upgrade or replace their supporting human services information systems to assure "state-of-the-art" levels of case management support and reporting capabilities.

New Features

SPIS - Safe Passages Information System

- Release 1.0 is available for certified caseworkers at CFSA, DYRS, and DMH.
- Caseworker training is underway.

Preliminary Interview for Benefits

Interview for Benefits (Version 2.8) is online. New functionality includes:

- English/Spanish forms (DC Healthy Families, Healthcare Alliance, Combined, Medical Exam Form)
- Enhanced validation of applicant input
- Verification dialogs for Medicare, Disability status, Child Support with an Absent Parent
- Clarification of Supplemental Security Income, Social Security Retirement Income, and Social Security Disability Insurance

HSMP and Helpful Links

211 Answers, Please!
Use the fast and easy search to find local and national social service programs.

Preliminary Interview for Benefits
Determine your potential eligibility through the Social Services Center's online tool.

DC Guide
Get driving directions, make a map or locate businesses and city services.

DC News
Read the mayor's press releases, advisories, speeches, and more.

Technical Specification

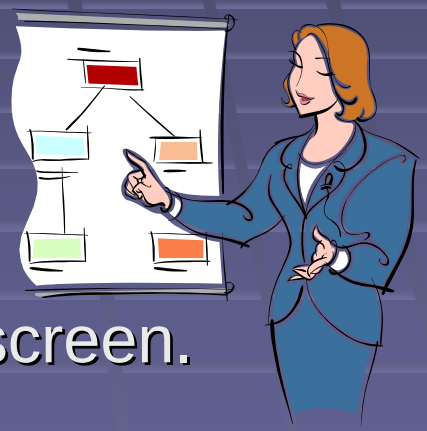
- Machine Configuration (Minimum) Intel Pentium® 4 CPU 1.8 GHz or above, 512 MB RAM PC/Laptops
- Screen Resolution Display 1024 x 768 Pixels
- 108 Keyboard, Mouse
- High Speed Internet connection (e.g. Cable Modem, DSL etc)

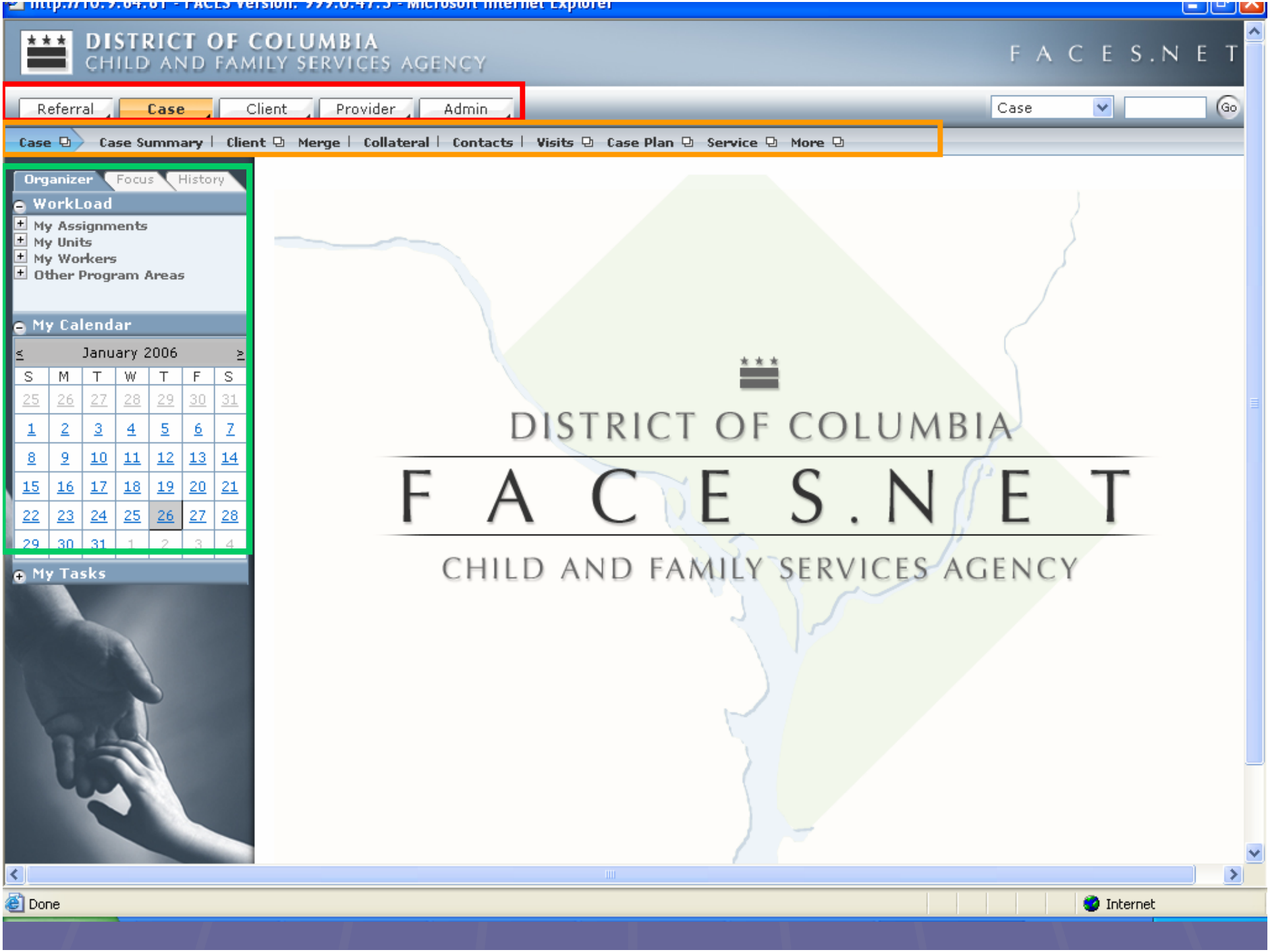
Software Requirements

- Microsoft Windows 2000/XP
- Microsoft Word 2003 or Word Viewer
- Acrobat Reader version 7.0
- Microsoft Explorer Version 6 Service Pack 1
- Antivirus software
- Microsoft Fax Viewer
- No Popup Blocker

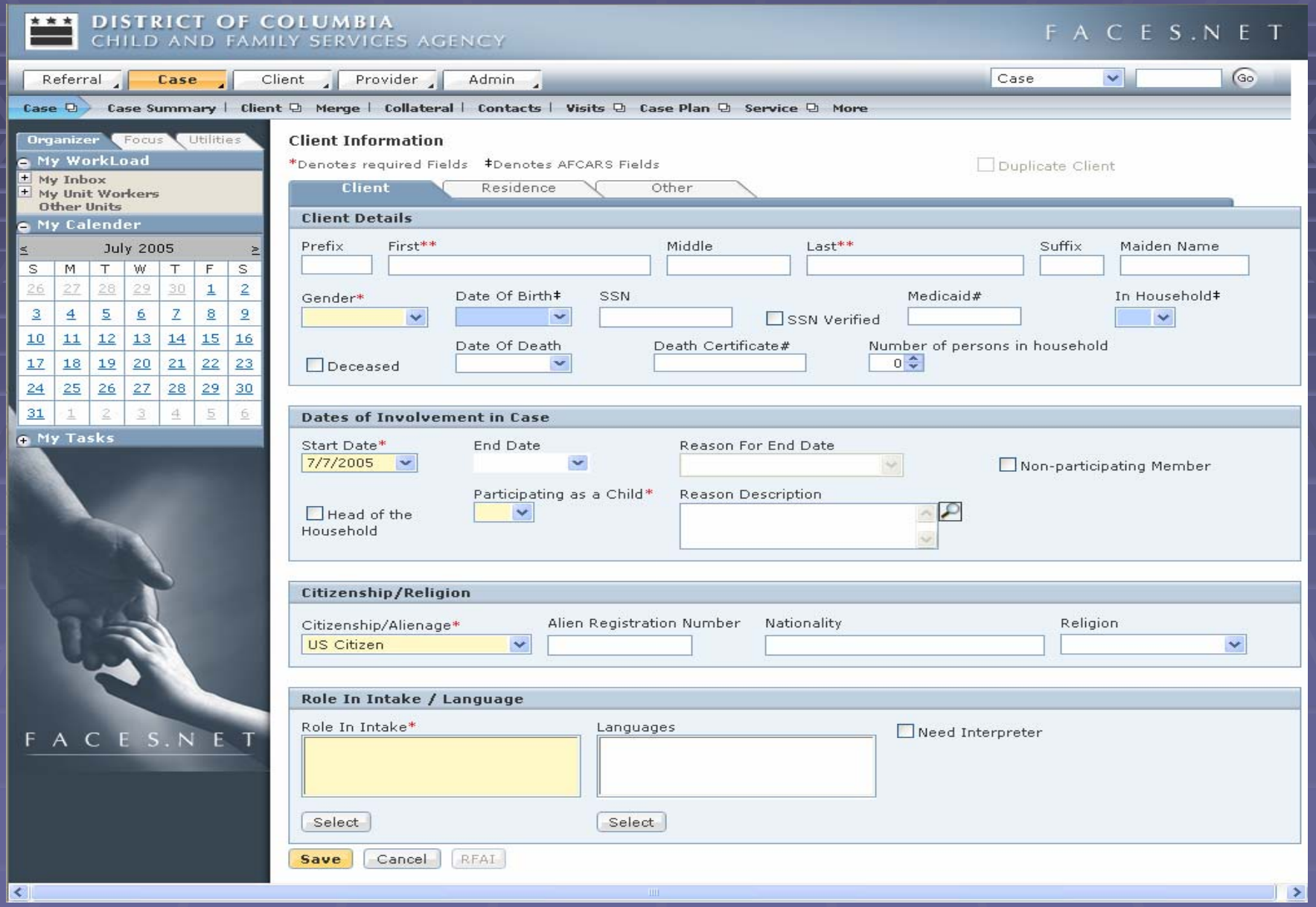
The New Look of FACES.NET

- Welcome screen;
- Client screen;
- CPS Assessment Findings screen.

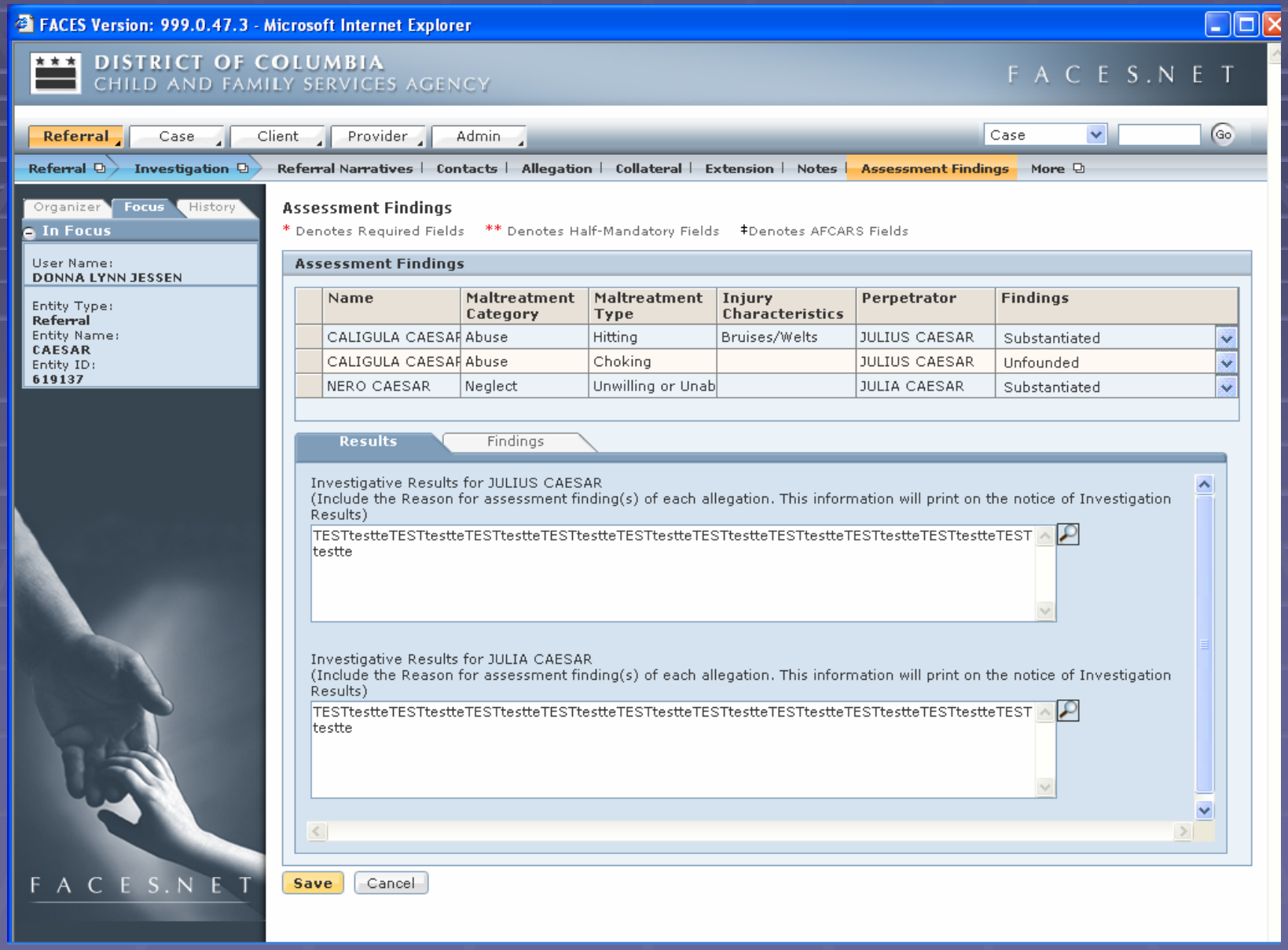



DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY
FACES.NET
Referral
Case
Client
Provider
Admin
Case
Go
Case
Case Summary
Client
Merge
Collateral
Contacts
Visits
Case Plan
Service
More
Organizer
Focus
History
WorkLoad
My Assignments
My Units
My Workers
Other Program Areas
My Calendar
January 2006
S M T W T F S
My Tasks
DISTRICT OF COLUMBIA
FACES.NET
CHILD AND FAMILY SERVICES AGENCY
Done
Internet

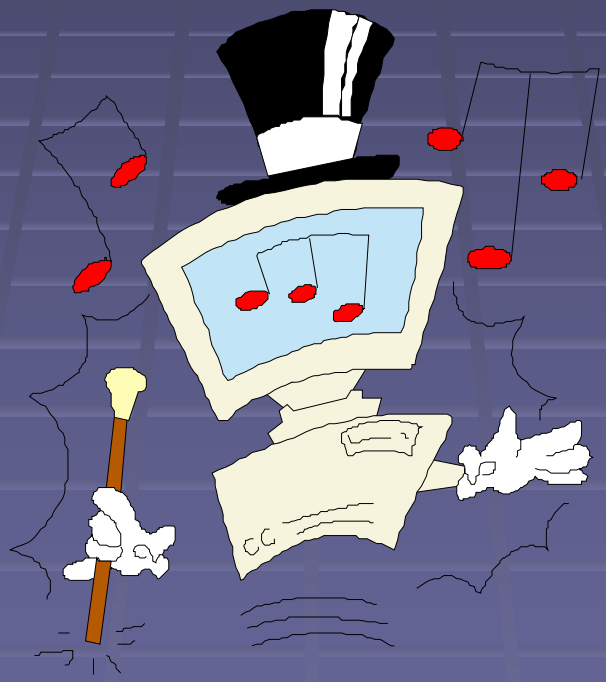
Client Screen



CPS – Assessment Findings Screen



Features

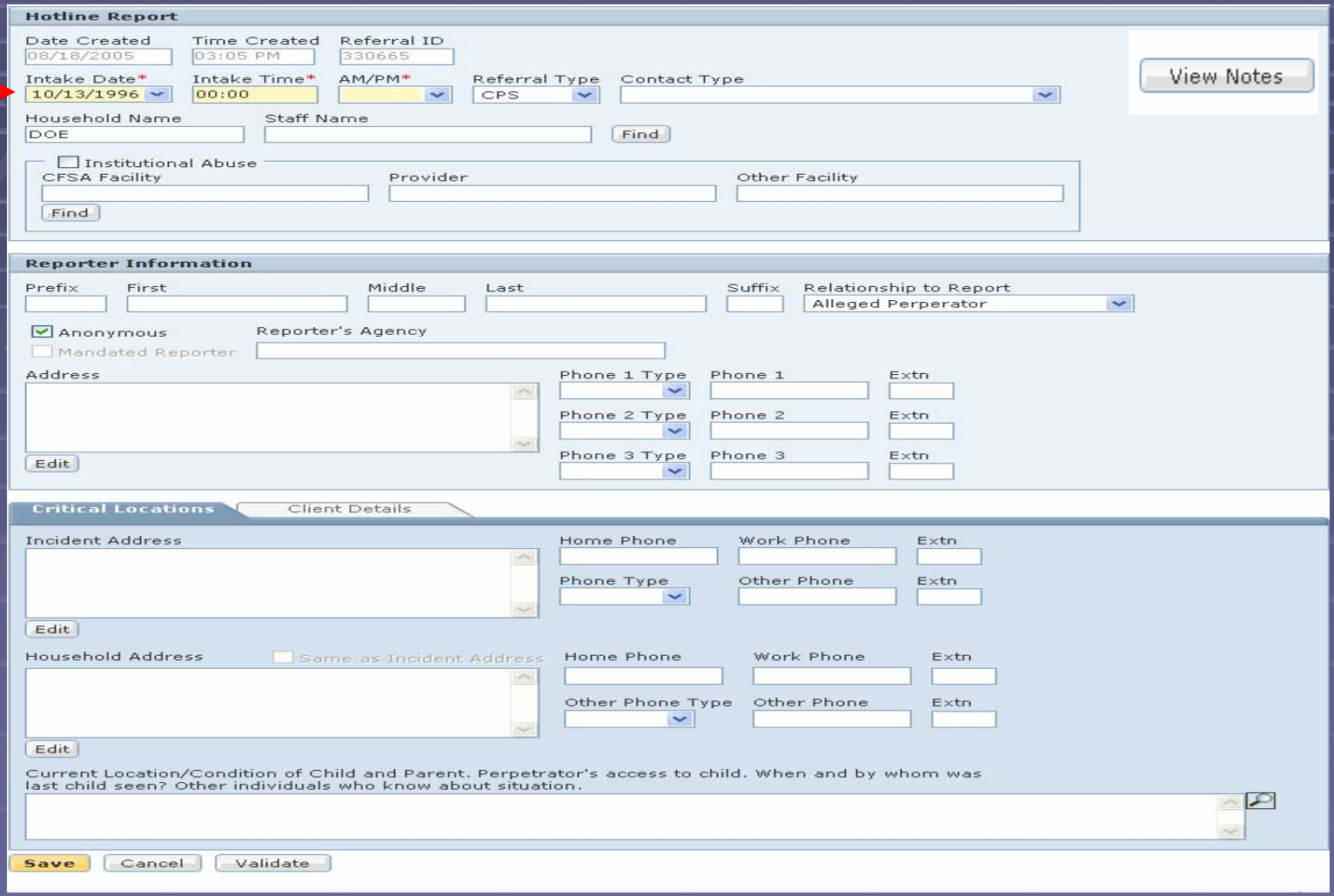


What is a Field?

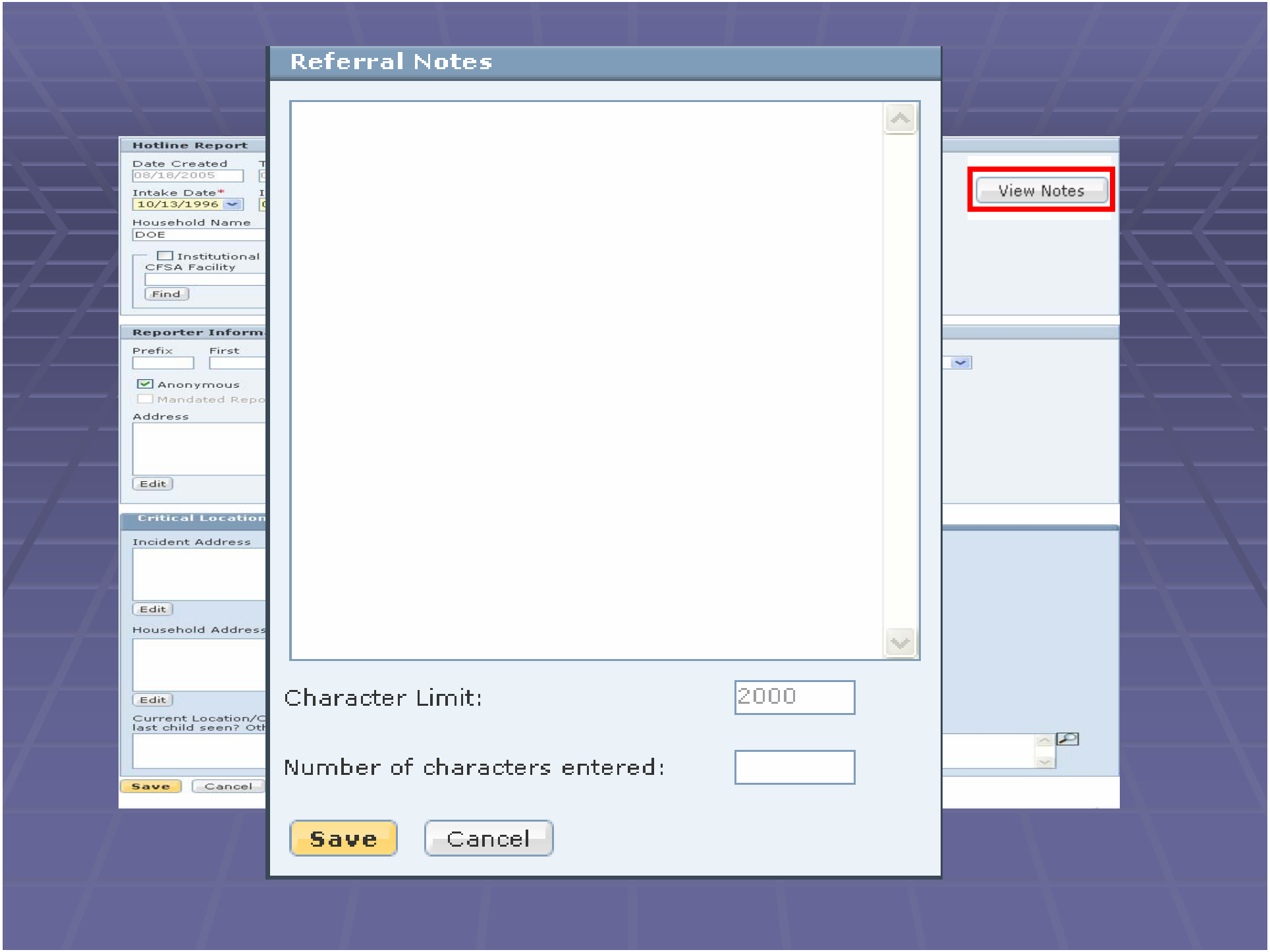
Information

Case Name | Family Case Type | Case Number | Family Worker

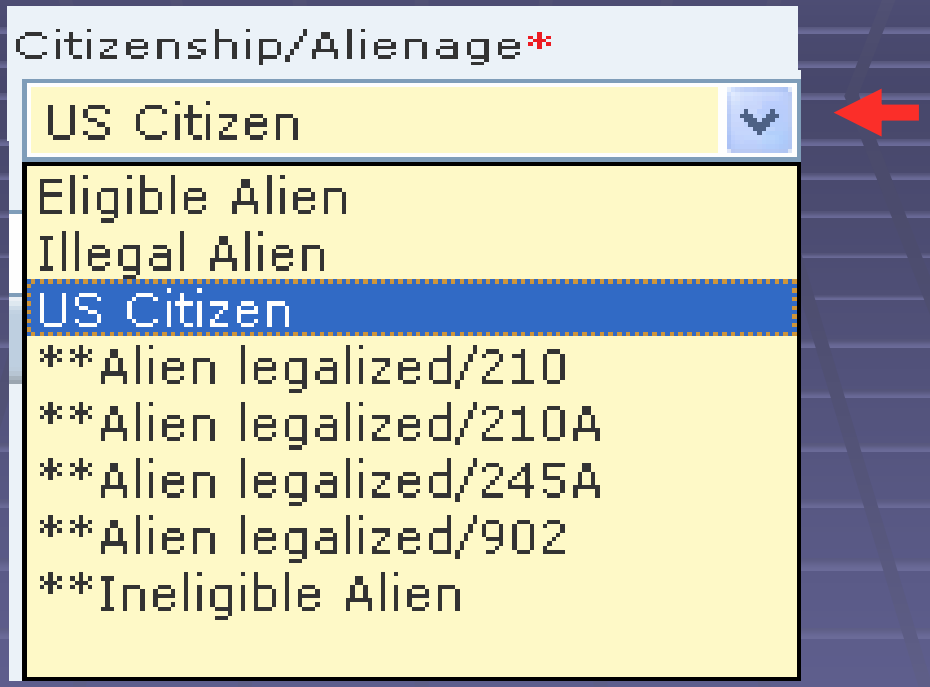
Mandatory Fields



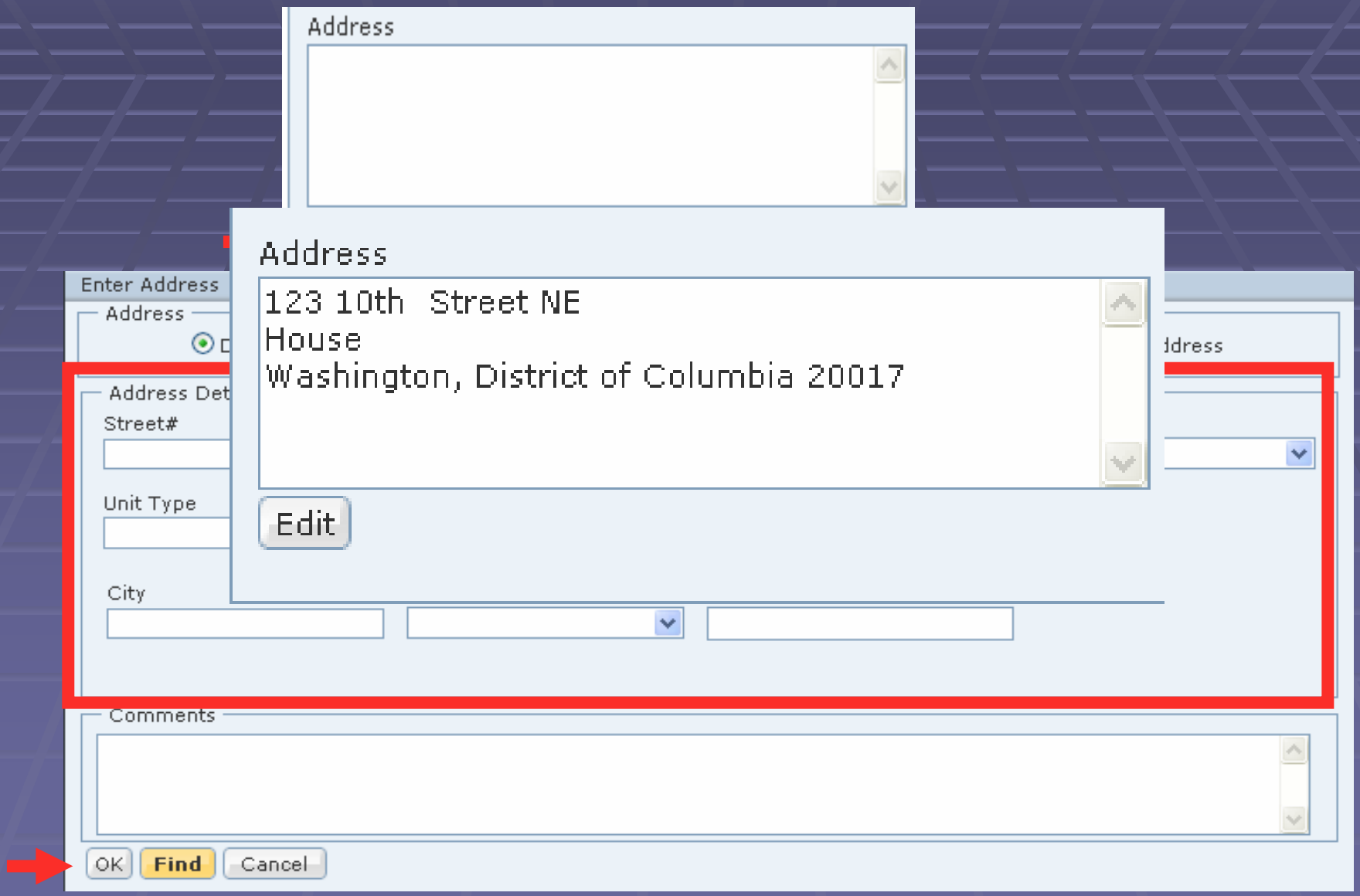
- These fields are denoted by an asterisk (*) and are **yellow** in color


Referral Notes
Character Limit:
2000
Number of characters entered:
Save
Cancel
Hotline Report
Date Created
08/18/2005
Intake Date*
10/13/1996
Household Name
DOE
Institutional
CFSA Facility
Find
Reporter Inform
Prefix
First
Anonymous
Address
Edit
Critical Location
Incident Address
Edit
Household Address
Edit
Save
Cancel
View Notes

Picklist

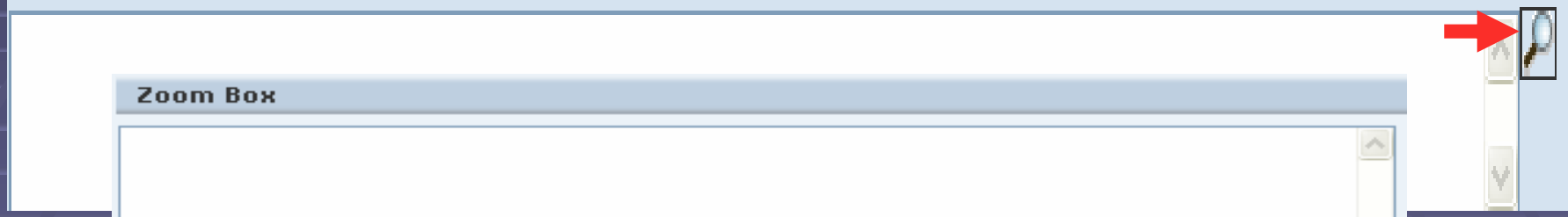

Citizenship/Alienage*
US Citizen
Eligible Alien
Illegal Alien
US Citizen
**Alien legalized/210
**Alien legalized/210A
**Alien legalized/245A
**Alien legalized/902
**Ineligible Alien

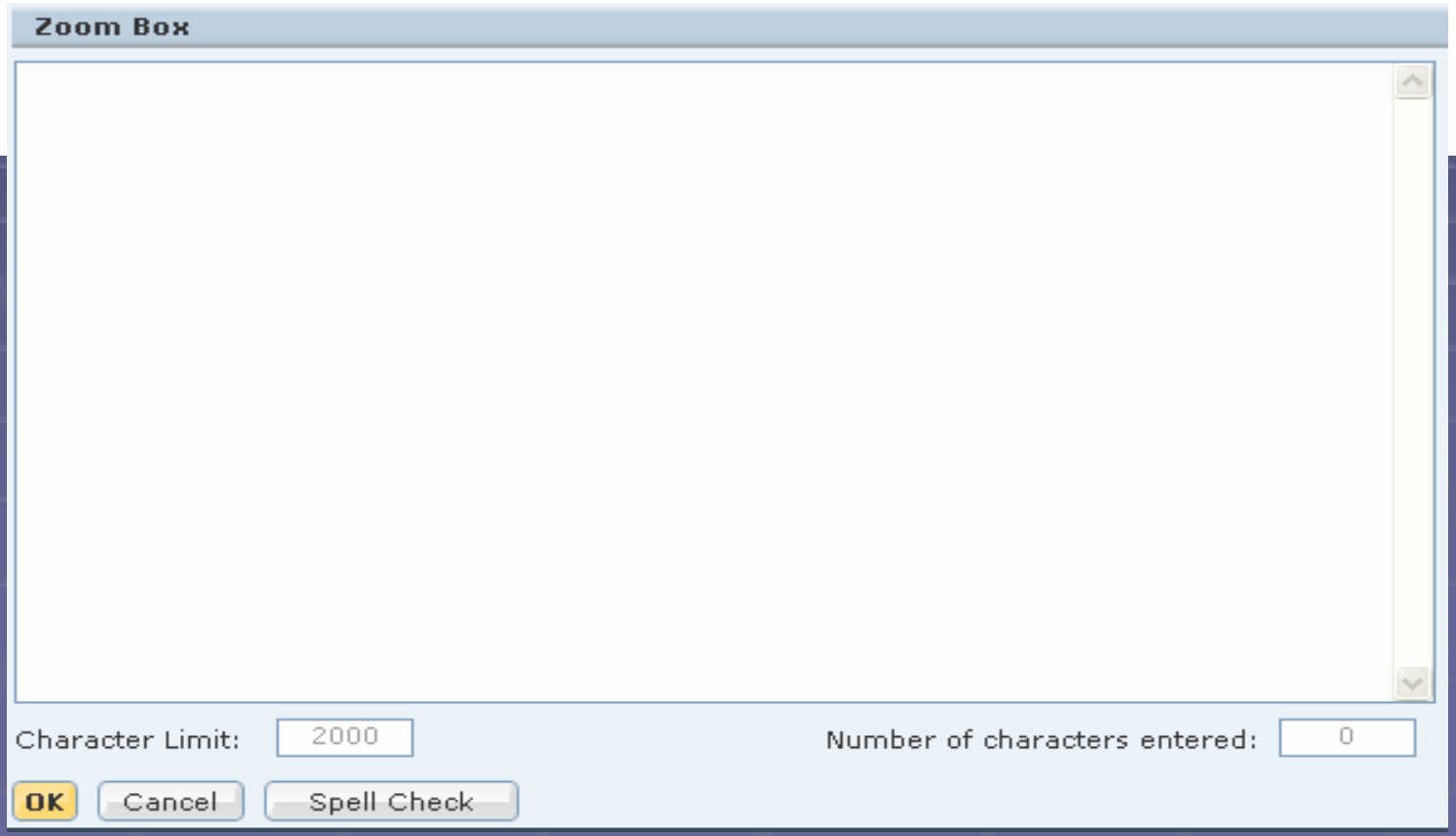
Address Box


Address
Address
123 10th Street NE
House
Washington, District of Columbia 20017
Edit
Enter Address
Address
Address Det
Street#
Unit Type
City
Comments
OK
Find
Cancel

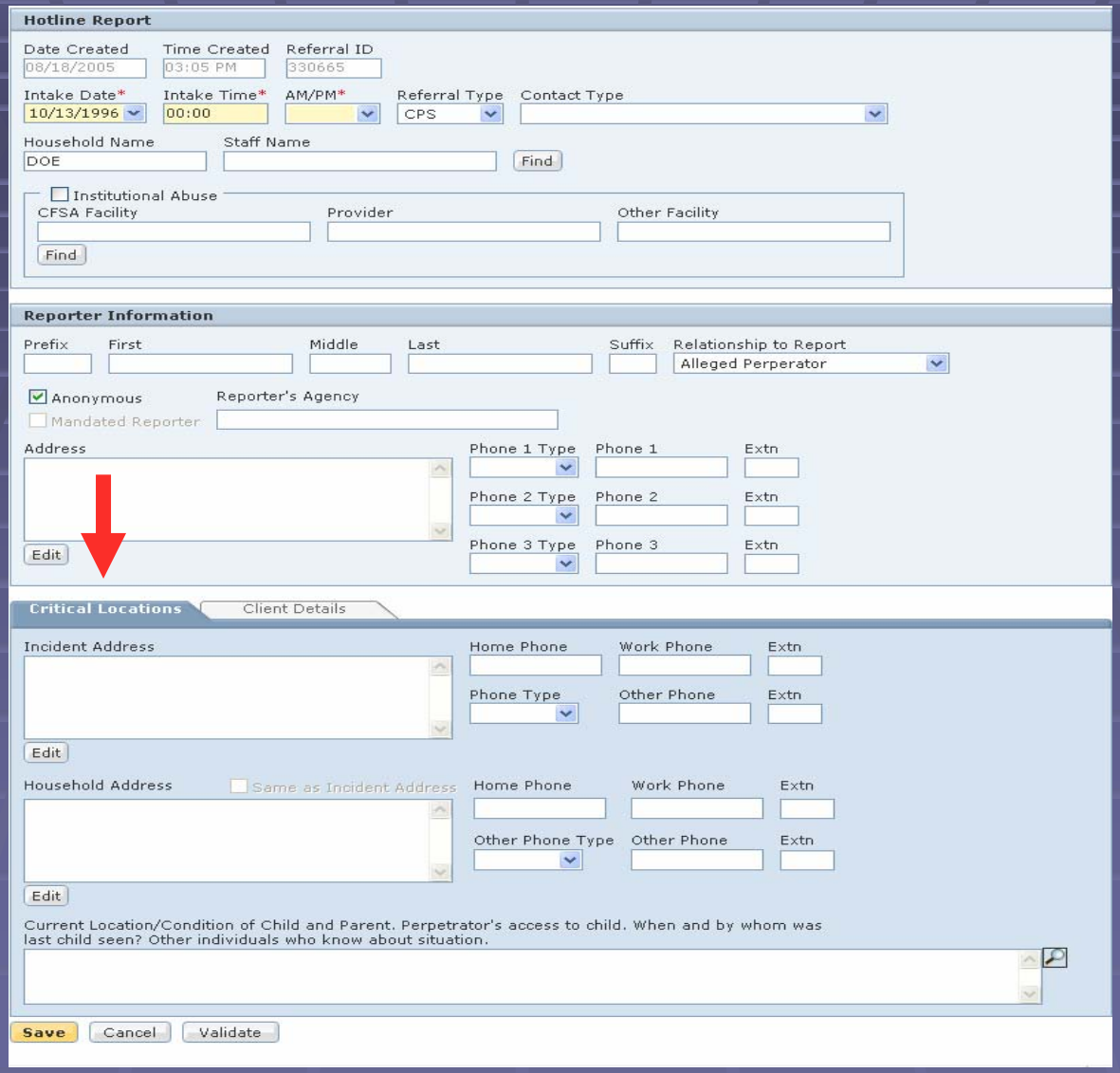
Text Box

Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the situation. When, where and who saw the child last?



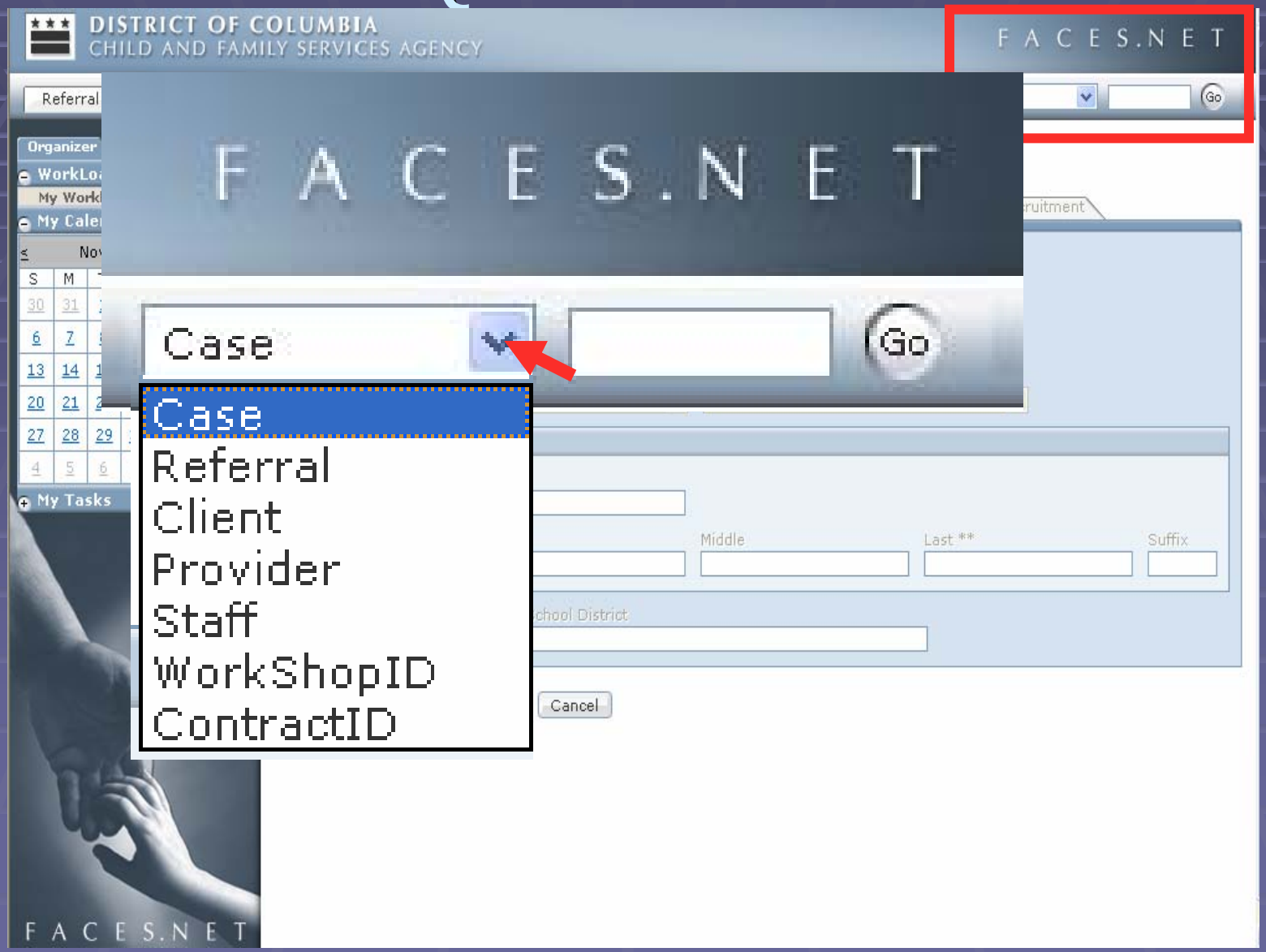


Tabs

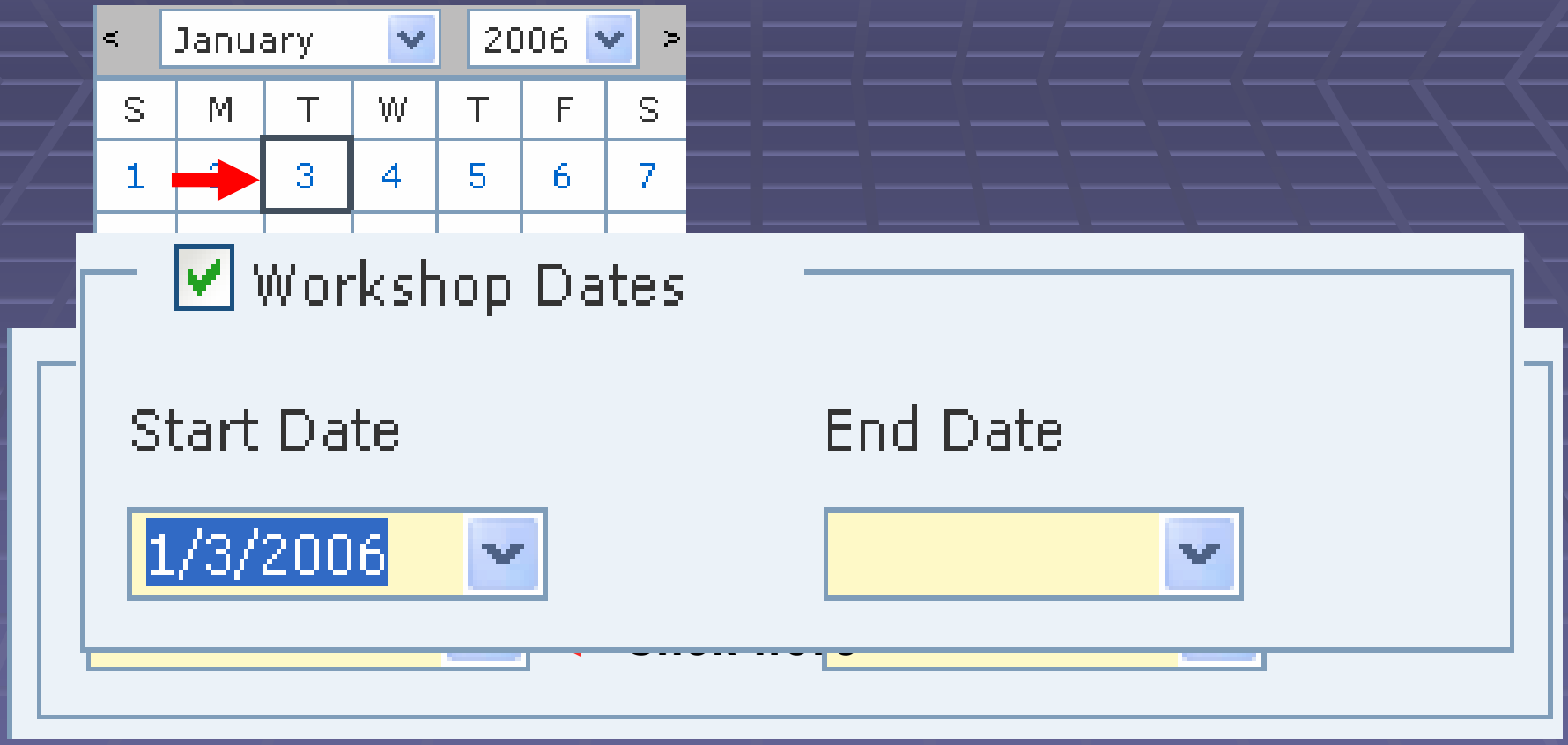

Hotline Report
Date Created
08/18/2005
Time Created
03:05 PM
Referral ID
330665
Intake Date*
10/13/1996
Intake Time*
00:00
AM/PM*
Referral Type
CPS
Contact Type
Household Name
DOE
Staff Name
Find
Institutional Abuse
CFSA Facility
Provider
Other Facility
Find
Reporter Information
Prefix
First
Middle
Last
Suffix
Relationship to Report
Alleged Perperator
Anonymous
Mandated Reporter
Reporter's Agency
Address
Edit
Phone 1 Type
Phone 1
Extn
Phone 2 Type
Phone 2
Extn
Phone 3 Type
Phone 3
Extn
Critical Locations
Client Details
Incident Address
Edit
Home Phone
Work Phone
Extn
Phone Type
Other Phone
Extn
Household Address
Same as Incident Address
Edit
Home Phone
Work Phone
Extn
Other Phone Type
Other Phone
Extn
Current Location/Condition of Child and Parent. Perpetrator's access to child. When and by whom was last child seen? Other individuals who know about situation.
Save
Cancel
Validate

Select Box

Quick Link

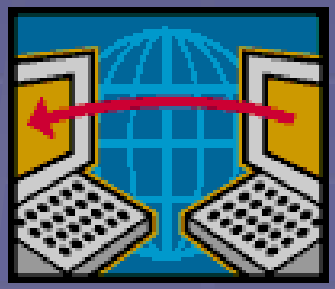

DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY
FACES.NET
Referral
Organizer
My Tasks
FACES.NET
Case
Go
Case
Referral
Client
Provider
Staff
WorkShopID
ContractID
Middle
Last **
Suffix
Cancel
FACES.NET

Date Box


January
2006
S M T W T F S
1 3 4 5 6 7
Workshop Dates
Start Date
End Date
1/3/2006

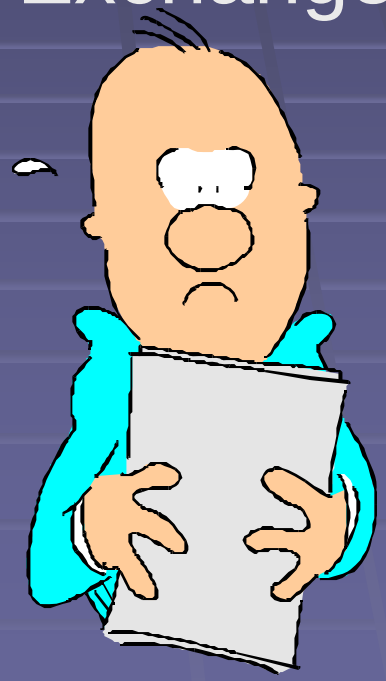
Existing Interfaces

- ACEDS (Automated Client Eligibility Determination System)
- SOAR (System of Accounting and Reporting)
- Family Court
- Children's National Medical Center (DC Kids)



Existing Reports

- On-line
- DDE – Dynamic Data Exchange
- Template
- Management

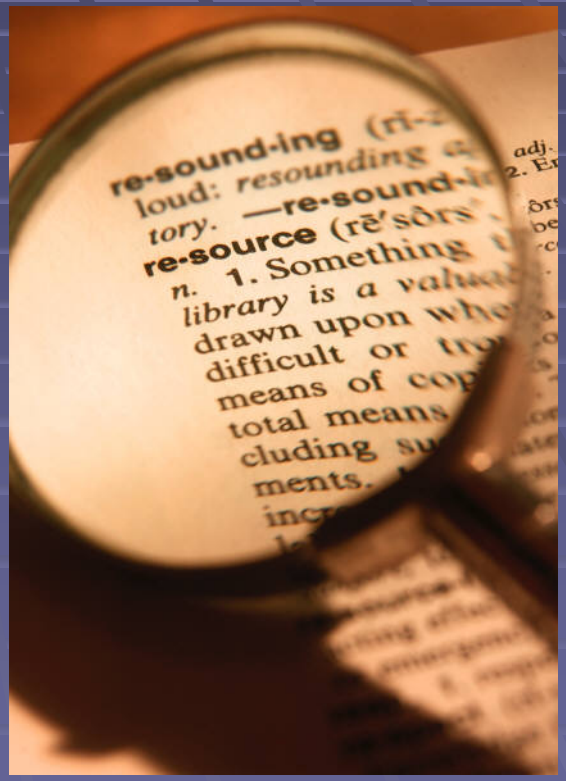


Resources

- FACES.NET On-line User Manual
- CFSA On-line Policy Manual
- CFSA Help Desk

202.434.0009

Email:
cfsa.helpdesk@dc.gov



Reporting Issues to the Help Desk

- The name of the screen;
- Exactly what happened;
- The exact wording of any error messages;
- A screen shot of the problem, if possible.

DISTRICT OF COLUMBIA

FACES.NET

CHILD AND FAMILY SERVICES AGENCY

WILL BE ROLLING IN SOON!

Question & Answer